

Update 6C to Newsletter 6 as at 25th May 2018

Suzy Update, Websites Moving, "trial" road systems and GDPR/Data Protection

Hello everyone,

Another quick one to let you know a lot !

Please remember our telephone team are closed for the Spring Bank Holiday on Monday 28th June 2018, and from Sunday 3rd June 2018 they will open on Sundays at reduced times of 10.00 to 14.00 only.

To hopefully lighten the mood as to what sadly is largely an admin catchup, please find below a snap of the new WGC Bus Station, taken by Caroline on the first day of use. Still no drivers room or enquiry point (long locked out of use) or public toilets, but I was very surprised to see there's one more stance than before! You can see the full selection of photos at

<https://www.facebook.com/media/set/?set=a.10216707075054325.1073742174.1384943323&type=1&l=89b9ae2bb3> .



Suzy Update / Orders News

Thanks to each and every one of you for your support to Suzy over the past few days and weeks, about Suzy's two recent spells at Kingsley Green. After a terrible last twelve months, Suzy had just had enough... that's what there was to it (Starting with ME diagnosis and C's redundancy, up to this year's money issues and then C's heart attack!). After some support and further help offered in two stays in the last month, I got back out last Tuesday.

I am hoping to catch up with all orders next week (including this week's massive deluge!) and/or inbetween breaks of work on our webhosting hosting... but we can only apologise for any delays and problems. We would genuinely appreciate your patience, and we intend to fulfil these on the basis of "first in, first out". We still have Essex volume 2 to post out to all you, and then we can get everything else done. Please see Web Moves (below) for ways to reach us in the coming days.

Websites Move

Over this weekend, we are slowly moving (with the help of the new hosting company and SamW in the background) all of our websites – that's both Forums, all the company and timetable sites, Suzy and Caroline's personal sites, Caroline's Camino site, as well as those we host for Chris Dobbing (Peterborough Bus Rally, A1Bus, rmoa etc.)

A temporary page has been setup at <http://moggylabs.com/moving/> which is where we will post updates in relation to the move (only there after this one)

BABUS and our shop on BigCartel are not affected by this move.

On Friday 25th May 2018, Suzy will start by getting the ball rolling moving various domains across. Given propagation time and the like, it is expected everything should continue to work without problems for that day.

Over the bank holiday weekend of Saturday 26th and Sunday 27th May (and maybe Monday 28th May 2018) the host company will hopefully be able to transfer stuff on our behalf, with my assistance and that of Sam Wickham.

Because of the vast amount being moved, there is no timescale as to how fast things will be done. When we get updates, they will be posted only at <http://moggylabs.com/moving/> to save cluttering your feeds up!

Technical issues – we are moving from a Windows server to a Linux, in a reverse of a previous move. We cannot foresee anything not working, but we will post bugs as and when things are found. After the move, Linux servers should have a lot more uptime than the windows ones before, which should hopefully reduce the times our shared server needs to restart etc. This is now a Virtual Private Server, hosted with our old

hosts Evohosting. They have since changed ownership (now part of Paragon) but we were advised in the last fortnight they will now be known as tsohost.

If you need to contact Suzy, you can do so via Facebook
[<https://www.facebook.com/suzyscottdotcom>]

Twitter @suzyscottdotcom [<https://twitter.com/suzyscottdotcom>]

By email – either pusskins4mouse@gmail.com or heretotherepub@outlook.com are being kept open in Suzy's PC throughout the shift, and will be checked regularly. (Except for the time if and when Suzy goes out, but this will be checked when she gets back).

Trial Road Systems

When we had the consultation through, it looked good, but I thought “we need a tweak to the loading bay - turning left out is tight enough on a blind corner, but right will be crazy!!!...” but imagine my surprise that it's already started. Yes for real! The new bus station has already opened... no money for bus services though!!!

Permit Number Ref: BR6401000160267



ROADWORKS

As part of the Welwyn Garden City town centre improvement **trial**, we will be implementing temporary measures from WC 14/05/2018, between 20:00 to 05:00hrs. The temporary measures will include carriageway markings, installation of temporary traffic signs, barriers and CCTV cameras.

The actual trial will commence from 21st May 2018 for 4 weeks and various restrictions will be in place as identified on the plan overleaf.

- Please void parking in the areas identified on the plan during WC14/05/2018, between the hours of 20:00 to 05:00.
- **The works are weather dependent** and may be postponed if poor weather conditions are forecast.
- Any changes to the above dates will be indicated on the signboards at either end of site, and at hertfordshire.roadworks.org
- We will maintain vehicular access to properties but there may be delays when work is in process. Emergency vehicle access will be maintained.

Thank you in advance for your co-operation.

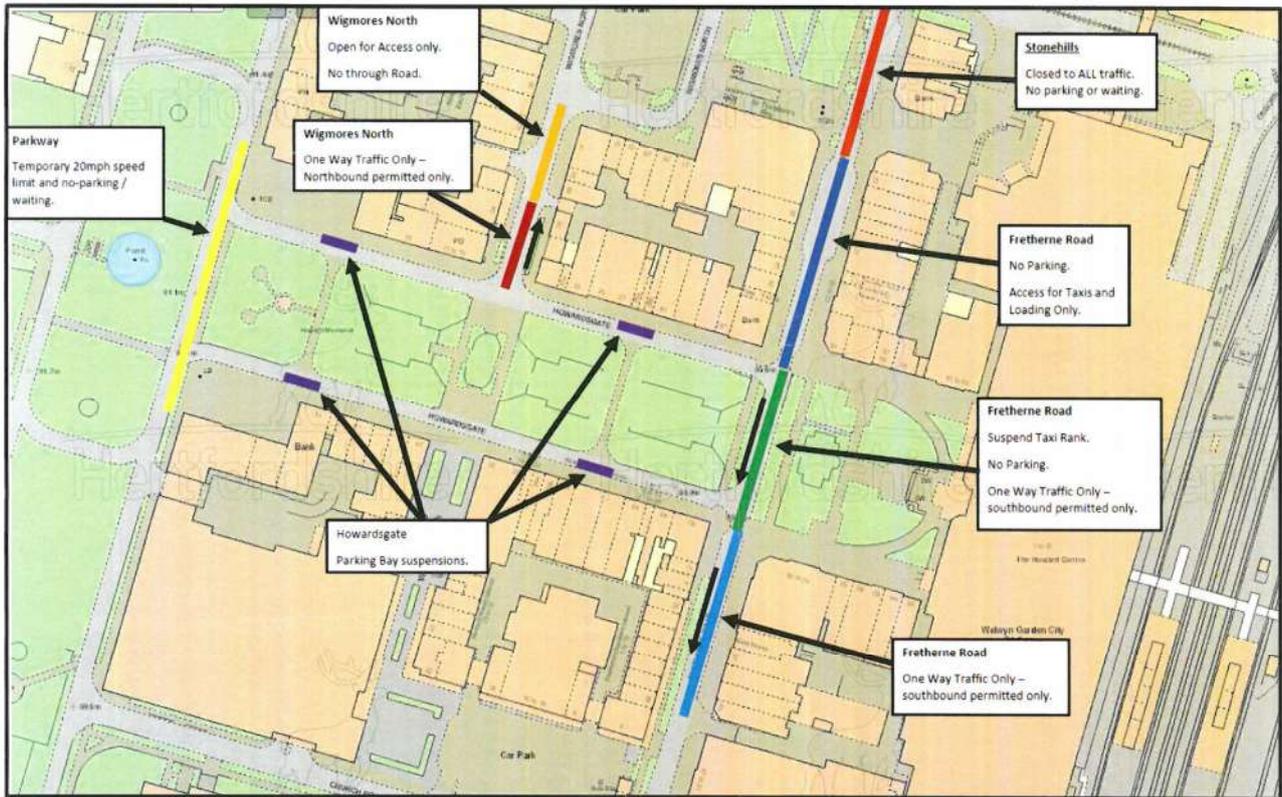
Visit <https://beta.hertfordshire.gov.uk/services/highways-roads-and-pavements/report-a-problem/report-a-street-light-or-pothole.aspx> for answers to frequently asked questions.

For questions or concerns regarding these specific works, please contact us quoting the **Permit Number shown above**

By email at contact@hertfordshire.gov.uk

By phone on 0300 123 4047

Welwyn Garden City town centre improvement trial.



GDPR

For this one, sorry it's so long – six pages on data protection! If you'd rather have this to print and/or read later, [click here to download it and read at your leisure](#). However, otherwise, keep reading!!! Don't worry – there is no need to reconfirm your details with us!!!



**(Apologies for the length of this part, largely legal requirements I am afraid!
OK the above is a joke, but the rest is not!)**

Section 1 – General – who and what is the GDPR

Section 2 – Data/PC/Labelmaker Software

Section 3 – eNews/Hard Copy Newsletters

Section 4 – What happens when you order (split by order type)

Section 5 – Telephone Enquires and Procedures

Section 6 – Prepaid Mailing List

Section 7 – Our Webhosting

Section 8 – Steven Knight Media procedures

Section 9 – PA Answer procedures

1. General – who and what is the GDPR

Well... if you're fresh off the shuttle from Mars, you might not have heard of GDPR – a new souped up version of the Data Protection Act. You may have wondered why this lot is happening now, and why everyone's asking if they can email you / write to you now. General Data Protection Regulations comes to us from the EU, but we are assured it will happen after Brexit (which is another can of worms in itself!) **If you don't understand the below, feel free to get in touch with us, and Suzy Scott will be happy to discuss any aspect of this to you.**

Every time there is a new piece of legislation, there is always a bunch of people trying to sell us stuff we don't need – like suggesting we need a shredder (which we have) or a photocopier that could be unsecure thus possibly revealing stuff (our copier is secure, and is just updated again). It does let me wonder how they met the previous rules without it, but I'm not legally qualified on that one! 😊 Last year it was mobile website compliance, otherwise your company will fall from the online search engines. The weirdest thing is, despite an already overdue upgrade to Wordpress, we are busier than ever! (Marketing guys go figure eh?) Suzy recons this will be yet another Millenium Bug-style event (I was on triple time that night!)

We have always been happy to explain to customers how we do things – even when they don't work as they should! We don't sell your details – or cold-call customers – and that never changed now, or in the future. Customers have always been able to ask why we store data, or that we update or remove their details. You can unsubscribe at any time, without charge or question. But, the law (from Friday 25th May 2018) will require us to point this lot out...

2. Data / PC / Labelmaker Software

Any data we do have on our computers is now stored as part of Dropbox, a proprietary secure data storage system. The only things now stored on our PC hard drive is the address labels we use to generate printed Newsletter address labels, and sometimes mailing labels for your order. Suzy is the only person who has access to this computer, which has password protection, anti-virus and firewall. A local cached copy is kept of certain directories, subject to the same setup. The only time this may change is if we need to get someone to look at the machine online in an emergency. We will keep only the minimum of data needed to process your order.

3. eNews/hard copy Newsletter

For those of you who we email our eNews to, you've either asked us to, ordered from us before, asked me to keep you up to date, or showed an interest in what we do. **Having looked into the matter, our clearly marked privacy policy (before) means we do not need to request permission**

from you. It is therefore assumed that after 25th May 2018, you will still want to be our customer into the future.

For those of you who we post our hard copy Newsletters to, there is now a fee of £8.00 for these per year. As you have paid this, we continue to send Newsletters and Updates to you every few months. (The fee does include a 10% discount too). **Having looked into the matter, our clearly marked privacy policy (before) means we do not need to request permission from you. It is therefore assumed that after 25th May 2018, you will still want to be our customer into the future.**

If you do not wish to hear from us again, you can use the unsubscribe button on any of our eNews, or alternatively write, telephone or email us. Our policies remain the same, but the law requires us to let you know you can request us not to. We will always honour all requests as soon as possible.

We use Mailchimp to deliver our eNews to you, along with the BABUS newsletters to their subscribers too. They are updating their webservers so that if you ask for your details to be removed, all trace of your details can now be removed from their systems.

4. What happens when you order

4a. Mail Order

If you send us an order by post or email, we look at your order, and process hard copy orders once a week. We log your address, and cheque details, but nothing else. If you pay by credit/debit card, this is now processed by Square, who need your card number, expiry date, last 3 or 4 digits on the back, and the postcode the card is registered to (i.e. the shaded sections on our order forms). They or we do not retain your credit card details at any time.

Where a large, bulk delivery or premium service (i.e. special delivery) is requested, we will need to give your address to Royal Mail and/or a delivery company found via Interparcel, only to allow us to deliver your order to you. If some of your order is for publications by Steven Knight Media, we will then scan hard copies/forward emails to Steve, and you can see his procedure under Section 8 below.

4b. Telephone Orders

Our telephones are answered seven days a week by PA Answer Ltd, who are able to take your calls throughout their usual opening hours (see the current catalogue for full details of opening hours and exclusions i.e. bank holidays). When you wish to place an order, they will process your credit/debit card payment via If you pay by credit/debit card, this is now processed by Square, who need your card number, expiry date, last 3 or 4 digits on the back, and the postcode the card is registered to (i.e. the shaded sections on our order forms). If they are unsure, they will follow the telephone enquiries steps below.

They then pass the details of the order to us, by email. They always treat your and our data with the utmost discretion and security, shredding all card details after every transaction (also see under Section 9 below.) They or we do not retain your credit card details at any time.

Where a large, bulk delivery or premium service (i.e. special delivery) is requested, we will need to give your address to Royal Mail and/or a delivery company found via Interparcel, only to allow us to deliver your order to you. If some of your order is for publications by Steven Knight Media, we will then scan hard copies/forward emails to Steve, and you can see his procedure under Section 8 below.

4c. Online Orders for physical products (heretothere.bigcartel.com)

Our online shop is powered by BigCartel, a US-based shop creation system. They basically make it easy for total beginners to sell things. When you've assembled the goods you want, you then checkout, and pay by PayPal (we don't currently support Stripe). They or we do not retain your credit card details at any time. When your order is done, their system gives you a unique order ID, as well as emailing me with your order. This will give us a note of your address, order, and email address (so I can keep you informed). The BC site will attempt to email you when the order is on it's way.

Where a large, bulk delivery or premium service (i.e. special delivery) is requested, we will need to give your address to Royal Mail and/or a delivery company found via Interparcel, only to allow us to deliver your order to you. If some of your order is for publications by Steven Knight Media, we will then scan hard copies/forward emails to Steve, and you can see his procedure under Section 8 below.

4d, Online Orders for digital downloads (H2Tdownloads.info)

Our online shop is powered by a Wordpress extension called PMPro, which restricts pages to password access. We use this to power the downloads – free or paid – we supply. Paid subscriptions are dealt with by PayPal.

5. Telephone Enquiries and Procedures.

When our telephone team take your call, they will attempt to assist you on the initial phone call. If they are unclear about something, or you need us to ring you back, they will email us with your name and telephone number. Also see Section 9, PA Answer Policies.

6. Prepaid mailing list

We will retain a note of your balance and recent transactions, but no card details are kept on file at any times.

7. Webhosting

Later in 2018, we will be moving to a webhost called Evohosting (who we did use years ago). This will move all our websites EXCEPT the shop with BigCartel which remains where it is.

8. Steven Knight Media's policies.

Over the last few weeks we have reviewed how we manage personal information which is supplied to us.

One way we receive information is through the orders placed directly with Here To There Publishing. These orders provide us with the name and postal address of your customer(s).

With effect from 00:01 on Wednesday 3rd May 2018 we handle these orders using the following procedure;

1. Upon receipt a Transaction document is produced which will be used to produce an Invoice against Here To There Publishing. The Transaction document(s) will be attached to any invoices that we send you.
2. On production of the Transaction document we will produce a unique transaction code.

Upon receipt of orders from Here To There Publishing we will:

1. Produce a Transaction document and generate a unique Transaction reference
2. Produce an address label to send the publication
3. Respond to the email order, when the book is posted, and advise the unique Transaction reference.

4. Upon completion of this step, the original email order and address label will be deleted from our system and no personal identifying information will be retained.

These changes also mean that we are unable to accept pre-order information until such time that we can process orders sent to us by Here To There Publishing. You should retain the information subject to your own Privacy Policy and we will advise you when we are in a position to process such orders.

9. PA Answer's policies

As a valued customer of PA Answer we are contacting you with regards to the General Data Protection Regulation (GDPR) which comes in to force on the 25th May 2018.

We would like to outline the steps that we have taken to comply with GDPR legislation and to reassure you that we are looking after yours and your clients confidential information and information.

Your data:

- All staff members have completed a data protection training programme which they have passed.
- All details you provide us with are stored on our secure database, requiring a unique username and password to access this. Your data will never be shared or sold to any third parties, they are for internal purposes only.
- We never hold unsecured financial information; all accounting transactions are made through our secure cloud-based system (Secure Pay). Call recordings are paused when card details are given.
- We monitor computers for viruses and hacking on daily basis and they are manually audited once a week including keeping our firewall up to date.
- If you decide to terminate our services you can request to be taken off our database immediately if not, we will delete your data after you have not used our service for 1 year or more.
- Any data we input on your diary systems are provided over the telephone by the customer. This is your responsibility to manage correctly under the GDPR legislation. If you have concerns over this, please do contact PA Answer.
- If we are taking data from callers that is no longer relevant, please let us know immediately and we will stop asking for this data and therefore it will no longer be stored.

Your client's data:

- All staff members have completed a data protection training programme and they have all passed this successfully.
 - All information we take over the phone is stored on our secure database, requiring a unique username and password to access and is disposed of after 200 days.
 - All call recordings are stored on our secure server and are deleted after 60 days.
 - We never hold unsecured financial information; all accounting transactions are made through your secure cloud-based systems. We will not write card details down at all. Call recordings are paused when card details are given.
 - We monitor computers for viruses and hacking on daily basis and they are manually audited once a week including keeping our firewall up to date.
-
-

Other Changes to our Terms and Conditions and Policies

8. Environment

We now generally print on slightly more robust paper – previously 80gsm, now 90gsm (grams per square metre). We usually use Canon Red Label 90gsm PEFC/30-31-041, EU Ecolabel PT/11/002, ISO 9706 certified, with various makes of card being used for the 160gsm card cover on our Pocket Guides. In emergency we may use other sources, like Sainsburys 80gsm PEFC-29-31-183 certified or Morrison's 80gsm PEFC certified (unknown certificate for now).

THAT'S IT – BACK TO THE BUSES... HAVE A LOVELY HOLIDAY WEEKEND!

S&C xxx

Contact Directory



public transport information in one place

Telephone

Welwyn GC 01707 246232

Ely 01353 656284

Dundee 01382 238903

London 020 7993 8123

Rochester NY (00) 1 585 298 9297

(use which number is cheapest for you!)

Opening Hours; phone lines open

- 08.30 to 19.00 Monday to Friday
- 08.30 to 17.00 Saturday
- 08.30 to 17.00 Sundays (before 3rd June 2018)
- 10.00 to 14.00 Sundays (after 3rd June 2018)
- Closed English Bank Holidays and Easter Sunday.

Making a delivery to our premises in WGC

If you are trying to make a delivery to our premises in Welwyn Garden City, call Suzy's mobile on 07907 578595 to check on the day, or if you need help with directions.

Suzy's Mobile – 07907 578595

Head office for Postal Mail, website questions, emails, Invoices questions, etc.

Here To There Publishing Ltd

Apartment 4

38-40 Stonehills

WELWYN GARDEN CITY

Hertfordshire

AL8 6PD

E-mail sales@heretotherepublishing.com

if that bounces, use **heretotherepub@outlook.com**

Website www.heretotherepublishing.com

Shop and Blog via the above

Twitter - @HereToTherePub

Facebook – www.facebook.com/heretotherepub